

# EXHIBIT 11



# Network Operations Center



Giving residents access to safe, clean drinking water is among the most capital-intensive and operationally-significant services provided by water utilities. From leak detection to billing integrity, ensuring the safety, reliability and cost-effectiveness of water infrastructure requires constant vigilance.

Mueller Network Operations Center (NOC) provides real-time surveillance of its North American customers' water infrastructure. By freeing up resources otherwise required to monitor infrastructure data, customers are able to focus on higher-value activities that improve the efficiency and return-on-investment of their water infrastructure.

Mueller Water Systems<sup>®</sup> Network Operations Center monitors water systems 24 hours/7 days a week and is staffed by a team of analysts from 7:00 a.m. to 7:00 p.m. ET to ensure that any issues are identified and addressed as quickly as possible.

### **DOWNLOAD BROCHURE**

***“It was amazing to see all of our data up on the screen. They could tell us what percentage we were operating at and if we were having problems. It was truly, truly amazing to see that.”***

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Zella West, Utilities Manager

## **Take A Look Inside our Network Operations Center**

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### **Our Network Operations Center supports your utility with:**

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- Always-on, real-time surveillance of water infrastructure
- System monitoring that enables customers to focus on higher-value activities
- Surveillance services offered at a range of levels, based on customer needs
- Unrivaled technology, products and service, that unlocks value throughout customers' water systems

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## NETWORK OPERATIONS CENTER

### PROVIDING THE ASSURANCE OF ROUND-THE-CLOCK SYSTEM SURVEILLANCE

**Mueller Systems® Network Operations Center (NOC) is a round-the-clock sentry, providing real-time surveillance of its North American customers' water infrastructure.**

Located in Atlanta, Georgia, the NOC is staffed by highly skilled analysts, each of whom is assigned a specific group of customers. Using web-based tools developed by Mueller, analysts access customers' networks and monitor all data sources — including collectors, repeaters and nodes. If an anomaly is detected anywhere, at any time, the customer can be contacted for immediate trouble shooting — before the issue becomes a problem.

All Mueller Systems contracts include service level agreements, with NOC data monitoring and reporting provided at predetermined levels, based on customer needs. Mueller Systems customers value the expertise, timeliness and precision of NOC services — and the peace of mind that comes from continuous, real-time surveillance.

Four tiers of industry-leading support are available, including:

- Phone Support
- Live Monitoring
- Quality Assurance
- Engineering Support

Mueller also licenses its proprietary technology for customers that wish to self monitor.

Giving residents access to safe, clean drinking water is among the most capital-intensive and operationally-significant services provided by water utilities. From water consumption to billing integrity, ensuring the safety, reliability and cost-effectiveness of water infrastructure requires constant vigilance.

**Learn how Mueller Systems NOC can help safeguard your water infrastructure by calling us today at 1.800.423.1323 or by visiting us online at [www.muellersystems.com](http://www.muellersystems.com).**



By freeing up resources otherwise required to monitor infrastructure data, customers are able to focus on higher-value activities that improve the efficiency and return-on-investment of their water infrastructure.

Mueller is committed to creating value through an unbeatable combination of industry-leading technology; innovative and reliable water infrastructure products; and laser-focused customer service. All of this comes together at the NOC.

### HOW OUR NETWORK OPERATIONS CENTER BENEFITS YOUR UTILITY

Always-on, real-time surveillance of water infrastructure

NOC system monitoring allows your team to focus on higher-value activities

NOC surveillance services are offered at a range of levels, based on your utility's needs

By bringing together Mueller Systems unrivaled technology, products and service, the NOC unlocks value throughout your water systems

*For more information about Mueller or to view our full line of water products, please visit [muellersystems.com](http://muellersystems.com) or call Mueller customer service at 1.800.423.1323.*

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